

UTILITY PATENT APPLICATION TRANSMITTAL <i>(Only for new non-provisional applications under 37 CFR 1.53(b))</i>	Title of Invention	Method and System for Selecting a Preferred Contact Center Agent Based on Agent Proficiency and Performance and Contact Center State
	Named Inventor(s)	Matthew G.A. McConnell; John C.C. McIlwaine; Rick Baggenstoss; Scott Richter; Robert L. Beard; Eric Blumthal; Jennifer C. East; and Lisa Marie Foley
	Attorney Docket	07117.105015
	Express Mail Label No.	EV 330777936 US

APPLICATION ELEMENTS

1. ☒ Fee Transmittal Form
(Submit an original, and a duplicate for fee processing)
2. ☒ Applicant claims small entity status. See 37 CFR 1.27.
3. ☒ Specification, Claims, and Abstract Total Pages **42**
4. ☒ Drawings Total Sheets **10**
5. Oath or Declaration Total Pages **8**
 - a. ☒ Newly unexecuted (original or copy)
 - b. ☐ Copy from prior application (37 CFR 1.63(d))
(for continuation/divisional with Box 17 completed)
 - (i) ☐ DELETION OF INVENTOR(S)
Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).
6. ☐ Application Data Sheet. See 37 CFR 1.76.
7. ☐ CD-ROM or CD-R in duplicate, large table or Computer Program *(Appendix)*
8. Nucleotide and/or Amino Acid Sequence Submission *(if applicable, all necessary)*
 - a. ☐ Computer Readable Form (CRF)
 - b. Specification Sequence Listing on:
 - i. ☐ CD-ROM or CD-R (2 copies); or
 - ii. ☐ paper
 - c. ☐ Statement verifying identity of above copies

ACCOMPANYING APPLICATION PARTS

9. ☐ Assignment Papers (cover sheet & document(s))
10. ☐ 37 CFR 3.73(b) Statement
(when there is an assignee)

☐ Power of Attorney by assignee
11. ☐ English Translation Document *(if applicable)*
12. ☐ Information Disclosure Statement (IDS)
PTO-1449

☐ Copies of IDS Citations
13. ☐ Preliminary Amendment
14. ☒ Return Receipt Postcard (MPEP 503)
(Should be specifically itemized)
15. ☐ Certified Copy of Priority Document(s)
16. ☒ Assignee: Knowlagent, Inc.
3157 Royal Drive, Building 200, Suite 100,
Alpharetta, Georgia 30022
19. ☐ Other: _____

17. If a **CONTINUING APPLICATION**, check appropriate box and supply the requisite information:

☐ Continuation ☐ Divisional ☐ Continuation-in-part (CIP) of prior application No: _____

Prior application information: Examiner: _____ Group/Art Unit: _____

For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 5b, is considered as being part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

18. CORRESPONDENCE ADDRESS:

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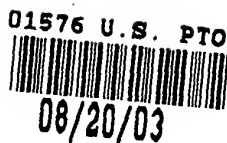
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22141 U.S. PTO

10/645917



08/20/03

FEE TRANSMITTALAttorney Docket No. 07117.105015
Express Mail Label No. EV 330777936 US

This sheet accompanies a patent application transmittal for the following application:

Inventor(s): **Matthew G.A. McConnell; John C.C. McIlwaine; Rick Baggenstoss; Scott Richter; Robert L. Beard; Eric Blumthal; Jennifer C. East; and Lisa Marie Foley**

Filing Date: **August 20, 2003**

Title: **Method and System for Selecting a Preferred Contact Center Agent Based on Agent Proficiency and Performance and Contact Center State**

The filing fee is calculated as shown below:

1. FILING FEE:

		SMALL ENTITY		LARGE ENTITY	
FOR:		FEE	FEE PAID	FEE	FEE PAID
<input checked="" type="checkbox"/> UTILITY FILING FEE		\$375	375.00	\$750	
<input type="checkbox"/> DESIGN FILING FEE		\$165		\$330	
<input type="checkbox"/> PLANT FILING FEE		\$260		\$520	
<input type="checkbox"/> REISSUE FILING FEE		\$375		\$750	
<input type="checkbox"/> PROVISIONAL FILING FEE		\$80		\$160	
SUBTOTAL (1)			\$375.00		\$xxx

2. CLAIMS:

2. CLAIMS:


SMALL ENTITY				LARGE ENTITY		
FOR:	NO. FILED	NO. EXTRA	RATE	FEE	RATE	FEE
TOTAL CLAIMS	38 - 20 =	18	18 x 9 =	162.00	x 18 =	
INDEP. CLAIMS	5 - 3 =	2	2 x 42 =	84.00	x 84 =	
<input type="checkbox"/> MULTIPLE DEPENDENT CLAIM PRESENTED			+140 =		+280 =	
SUBTOTAL (2)				\$246.00		\$xxx

3. ADDITIONAL FEES:

		SMALL ENTITY		LARGE ENTITY	
FOR:		FEE	FEE PAID	FEE	FEE PAID
<input type="checkbox"/> LATE FILING, FEE OR OATH		\$65		\$130	
<input type="checkbox"/> NON-ENGLISH SPECIFICATION		\$130		\$130	
<input type="checkbox"/> OTHER					
SUBTOTAL (3)			\$xxx		\$xxx

TOTAL FILING FEES: \$621.00A check is enclosed for the total amount: **\$621.00**☒ Charge any additional fees required under 37 C.F.R. 1.16 or 1.17 to Deposit Account 11-0980.

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By: 
Michael L. Wach, Patent Agent for Applicant
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Date: August 20, 2003